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WASHINGTON D.C. AREA DISTRIBUTION SERVICES MARKET

INPUT®

1953 Gallows Road, Suite 560, Vienna Virginia 22182 (703) 847-6870

Contents

Table of Contents

I	Introduction	I-1
	A. Scope	I-1
	B. Methodology	I-2
	C. Report Organization	I-2
II	Executive Overview	II-1
	A. Market Viability	II-1
	B. Key Findings	II-2
	C. Pricing Sensitivity	II-3
	D. Recommendations	II-3
III	Market Analysis	III-1
	A. Project Methodology	III-1
	B. Principal Findings	III-2
	1. Current Activities	III-2
	2. Needs Assessment	III-5
	3. Buying Perceptions	III-12
	C. Market Analysis	III-16
	D. Conclusions and Recommendations	III-18
IV	Detailed Survey Results	IV-1
	A. Companies Worth Pursuing	IV-1
	B. Companies to Ignore	IV-2
	C. Additional Companies	IV-3

Exhibits

II	-1	Market Factors	II-1
	-2	Company Activities in Washington Area	II-3
	-3	Pricing Upper Limit	II-3
	-4	Recommendations	II-4
III	-1	Units Prepared in Washington Area	III-3
	-2	Where Units Are Prepared	III-4
	-3	Preparation Locations	III-5
	-4	Future Plans for Storage, Assembly, or Distribution in Washington Area	III-6
	-5	Distribution Service Activities Performed in Washington Area	III-7
	-6	Current or Future Requirements	III-8
	-7	Special Security Requirements	III-9
	-8	Unusual Scheduling Requirements	III-9
	-9	Require Extra Surge Capacity	III-10
	-10	Future Sales Volume	III-11
	-11	Location Preferred within the Washington Area	III-12
	-12	Preferred Locations within the Washington Area	III-12
	-13	Price Range	III-13
	-14	Factors Causing Companies to Outsource	III-14
	-15	Respondents' Opinions of the Distribution Services Market in the Washington Area	III-15
	-16	Respondents' Explanation for Market Viability	III-16
IV	-1	Companies Worth Pursuing	IV-2
	-2	Companies to Ignore	IV-3
	-3	Companies Contacted	IV-4

Introduction

B

Methodology

INPUT developed a three-page questionnaire to address the following issues concerning the distribution services market:

- Market size and key players
- Functional activities
- Security and scheduling requirements
- Location and pricing
- Factors that cause outsourcing

INPUT contacted 75 systems integrators for the purpose of this survey, and received an extremely high response rate of 45%. This is due to the fact that a large portion of companies contacted are INPUT clients.

The survey respondents consisted of large and small firms that do business with the federal government in Washington, D.C. Results of the survey are presented in Chapter IV.

C

Report Organization

This report is divided into four sections: Introduction, Executive Overview, Market Analysis, and Detailed Survey Results.

The Executive Overview provides a summary of the results of INPUT's market study. Short descriptions of market viability, key findings, pricing sensitivity, and recommendations are presented in the overview section.

The Market Analysis section discusses the project methodology, principal findings, market analysis, and conclusions and recommendations. Exhibits, based on completed questionnaires, are presented in this section. Results of each individual survey question are discussed.

The Detailed Survey Results section lists surveyed companies worth pursuing and those not worth pursuing. This section also provides a list of companies contacted during the survey process.

Executive Overview

Executive Overview

This section summarizes the results of a study that INPUT performed at the request of Centel. The study concerned the market for equipment staging and distribution services in the metropolitan Washington area. INPUT contacted 75 companies in conducting its investigations.

A

Market Viability

A limited but difficult market exists for the staging and distribution services Centel can provide. Exhibit II-1 shows the positive and negative factors driving this market.

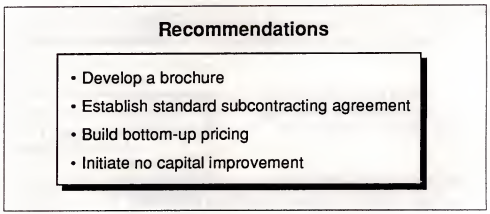
EXHIBIT II-1

Market Factors

Positive	Negative
Equipment selling	Excess capacity among large companies
Systems integration	Competitive pressures
Lack of small company capabilities	Uncertain contract base
Federal volume	
Agency needs	

As everyone recognizes, many large and small vendors are selling a wide variety of computer equipment in the Washington area. In most cases, these sales require staging and distribution services.

EXHIBIT II-4



- Centel should develop a brochure that summarizes its capabilities, and provide it to key contacts at other companies. INPUT can help Centel, on a hotline basis, to locate these companies. If enough positive response is received, INPUT may consider a group presentation at Centel's site, with a tour of the facilities.

- Centel should establish a standard subcontracting agreement that builds a valid, credible wall between its staging activities and its own systems integration activities. Many companies in the Washington area simultaneously compete on one project while teaming on another. INPUT believes that, through this standard agreement, Centel can overcome this competitive obstacle and secure some business.

- Since potential clients have no concept of pricing, Centel should build its pricing from the bottom up, based on actual labor costs (with a modest multiplier) and facility costs. Based on market results or unexpected costs, Centel can then adjust its prices up or down, as appropriate.

- Finally, INPUT recommends that Centel spend no money on capital improvements at this time. The interviews revealed no preferences for requirements that exceed Centel's range. If customer tours are to take place, Centel should ensure that the floors are freshly cleaned and the clutter is minimized. Its site should be comparable in cleanliness to any high-tech factory site. However, Centel should not initiate other spending in connection with this effort.

Market Analysis

Market Analysis

A

Project Methodology

This report attempts to identify the characteristics of the distribution services market among systems integrators in the Washington Metropolitan area. The market viability for distribution, staging, and storage of computer equipment is presented in this chapter.

The data gathered from surveys of various systems integrators will provide a basis for understanding this market. By analyzing this data, INPUT determined whether an adequate market exists for Centel Federal's extra storage and staging capabilities.

INPUT developed a three-page questionnaire to address the following issues concerning the distribution services market:

- Companies currently preparing units for delivery at a Washington area site
- Types of activities being performed at these sites
- Special security requirements
- Special scheduling requirements
- Surge capacity requirements
- Future sales volume for projects requiring storage and staging
- Location preferences
- Price range for storage and staging
- Factors causing outsourcing
- Market viability

The questionnaire consisted of 11 questions divided into three sections: current activities, needs assessment, and buying perceptions.

The first question was used to qualify each respondent. Through the survey, INPUT identified companies currently performing computer equipment storage and staging in the Washington area in order to determine market characteristics.

The survey took approximately two weeks. Seventy-five (75) federal and commercial systems integrators were contacted via telephone, and 35 surveys were completed. The list of survey sources consisted of INPUT clients, companies associated with recently awarded projects, and previous survey respondents.

The respondent companies were both large and small systems integrators headquartered throughout the United States. Each respondent company operates an office in the Washington area. The group answering the questionnaire was composed of business development managers, operations managers, and federal program managers.

Survey results were tabulated and used to develop exhibits, which appear throughout this report. INPUT will present findings through these exhibits, and offer recommendations concerning this market by analyzing company responses. An exhibit was developed to correspond to each question contained in the questionnaire.

B

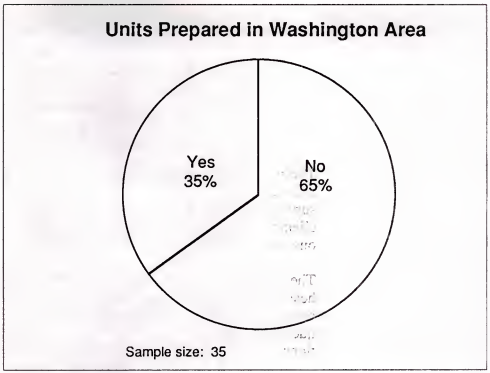
Principal Findings

1. Current Activities

Respondents were asked if they ever stored or prepared computer equipment for delivery at a Washington area site. A Washington area site includes a company-owned site or a third-party site.

As shown in Exhibit III-1, 35% of the respondents indicated they store or prepare units for delivery at a D.C. area site. Sixty-five percent (65%) claimed they do not perform these functions in the D.C. area.

EXHIBIT III-1



The 35% of respondents who perform staging and storage in the Washington area own and operate their own warehouse facilities. Warehouse locations mentioned by these respondents are as follows:

- Vienna
- Lanham
- Rockville
- Herndon
- Landover
- Silver Spring
- Crystal City
- Greenbelt
- Winchester
- Tyson's

Initially, Exhibit III-1 may suggest that there is not a very large market in the Washington area for these types of services. But before drawing conclusions, answers to the entire questionnaire must be taken into consideration.

The respondents who replied negatively to the first question were asked to identify where equipment staging and storage occurs for their systems integration activities. Exhibit III-2 lists where most units are stored and staged for these integrators. Respondents were allowed to choose more than one answer.

EXHIBIT III-2

Where Units are Prepared
(Not Washington Area Site)

Location	Percent
Company's site	61
Customer's site	52
Third-party site	4
Other	17

Note: Multiple responses allowed

The majority of the respondents who do not prepare units for delivery at a Washington site use the customer's site or a company site for staging and/or storage. Washington area customer sites are included in this category. Company sites for this category needed to be located outside of the D.C. area. If equipment is prepared at a company site in the D.C. area, INPUT considers the response to be positive for question number one.

Because customer sites could include Washington area federal and commercial customers, it is safe to conclude that 52% of the respondents claiming they do no system preparation in the D.C. area actually do any necessary equipment staging at the Washington customer's site. Consequently, there is more distribution services activity in the Washington area than we are first led to believe by the responses to question number one.

Locations mentioned for equipment storage and preparation at customer, third-party, and other sites are listed in Exhibit III-3. Respondents who marked "third-party site" or "other" mentioned the use of prime contractors or subcontractors for distribution services. These contractors are so numerous that identifying the location of each is impossible.

The majority of the company sites listed in Exhibit III-3 are headquarters locations, manufacturing facilities, or large distribution centers. Thirty-three percent (33%) of the respondents who do not store or configure computer equipment for delivery in the D.C. area perform these activities at a company or third-party site, and at the customer's site.

EXHIBIT III-3

Preparation Locations

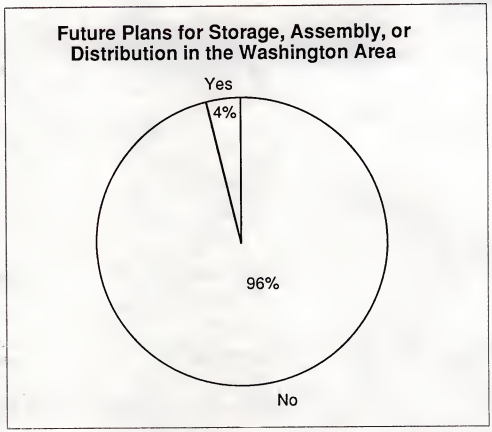
Company Sites	Third-Party Sites/Other
Texas	Various subcontractor sites
Massachusetts	Various prime contractor sites
New Jersey	
Georgia	
Florida	
New York	
North Carolina	
Oklahoma	
California	
Minnesota	
Virginia	

The data suggests that systems integrators primarily perform distribution services at existing warehousing facilities throughout the U.S. and complete system assembly at the customer site. This activity is supplemented with prime contractors and subcontractors performing these services in various parts of the country—including D.C.—when necessary. The use of subcontractors for this type of work depends on the nature of each individual contract.

2. Needs Assessment

INPUT asked the respondents who do not currently perform distribution activities in the Washington area if they had plans to do so in the future. Exhibit III-4 indicates tht 96% of the respondents do not plan to store or assemble systems in the Washington area. The one respondent who replied positively to this question stated that warehouse space is being looked at, but the purchase is contingent upon winning a new contract that is now in the proposal stage.

EXHIBIT III-4



The data in Exhibit III-4 should not be as discouraging as it first appears. As stated before, most of these integrators are actually performing some type of staging or storage at a customer's Washington site or through a subcontractor in this area. However, most do not have specific plans to purchase or lease warehouse space in the near future. Obtaining such space would be contingent upon winning a contract that required it.

The rest of the survey results were obtained from the 35% of the respondents who currently perform distribution services in the Washington area.

Exhibit III-5 shows the activities performed by companies with distribution facilities in the Washington area. Temporary equipment storage ranks highest among activities performed around the area. The majority of the companies questioned perform all of the activities listed in Exhibit III-5. Other activities mentioned were software loading and storage.

The functions being performed by other integrators with distribution facilities in the Washington area are identical to Centel Federal's current distribution activities.

EXHIBIT III-5

Distribution Service Activities Performed in Washington Area

Activities	Percent
Temporary equipment storage	90
Microcomputer final assembly	70
Repair or maintenance	70
Related security activities	60
Workstation final assembly	50
Other activities	20

Note: Multiple responses allowed

According to a recent article, Digital Equipment Corporation attempts to provide a comprehensive support strategy for its customers, including installation and staging. DEC offers on-site maintenance, a toll-free customer hotline, and service center maintenance. DEC feels these capabilities are important to its competitive advantage. Centel possesses these same capabilities and could offer and provide a distribution services customer with this same competitive edge.

Exhibit III-6 shows the support functions that respondents currently utilize or expect to require in the next two years. Representation to government customers is the highest ranking support function that respondent companies currently require. All of the support functions listed in this exhibit are performed by the majority of respondent firms. Other support activities mentioned include security equipment storage and software support.

Exhibit III-6 is used to compare Centel Federal's current capabilities with those of other systems integrators in the Washington area. The requirements listed in this exhibit are all current Centel capabilities.

As first noted in Exhibit III-5, Exhibit III-6 also shows that Centel's current capabilities are similar to those of other integrators. Unfortunately, most of the respondents used for Exhibit III-6 currently have these capabilities and do not require or expect to require extra distribution services in the next two years. The companies interviewed for this report claim to possess all distribution services necessary to their businesses at this point in time.

EXHIBIT III-6

Current or Future Requirements

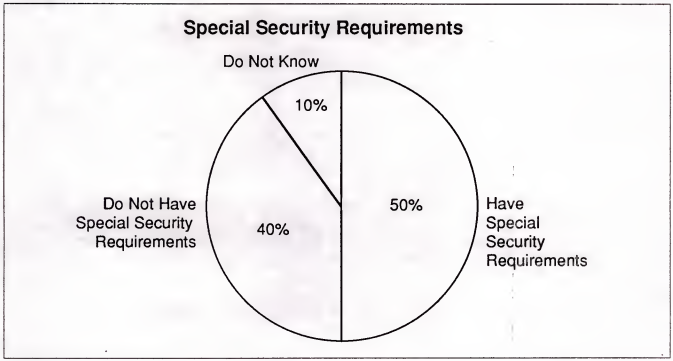
Requirement	Percent
Representation to government customers	89
Microcomputer final assembly	78
Customized processing orders	78
Repair or maintenance	78
Warranty or system tracking	78
Temporary equipment storage	78
Bar coding capabilities	67
Workstation final assembly	55
Other support	22

Multiple responses allowed

According to company respondents, 50% require special security requirements, as shown in Exhibit III-7. INPUT defines special security requirements as anything other than standard locks and inventory control. Special security requirements mentioned by respondents include infrared security, 24-hour monitoring, accommodations for equipment used in classified contracts, rainbow book requirements, and a cleared facility.

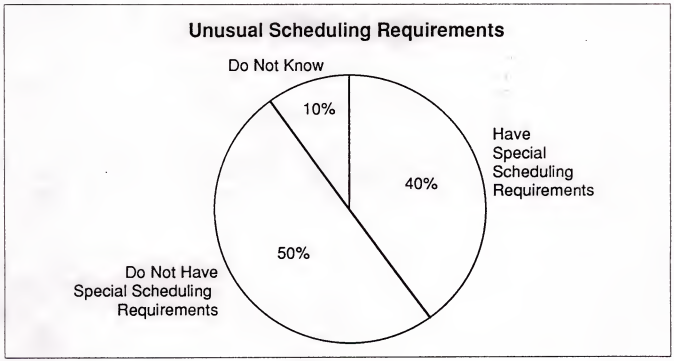
Approximately one-half of the systems integrators storing and staging equipment in the Washington area require special security measures. Most of these companies require the handling of equipment for classified contracts. The other half of firms require no special security requirements. The need for special security is directly related to the contract. There is not enough evidence to prove that classified security measures are a necessity in order to market Centel's extra warehouse capacity and capabilities. This action will depend on the customer's individual requirements.

EXHIBIT III-7



According to Exhibit III-8, 50% of the respondent companies have no unusual scheduling requirements. INPUT defines unusual requirements as extremely fast turnaround needs or extremely slow turnaround needs, such as one-day or four-month turnaround.

EXHIBIT III-8



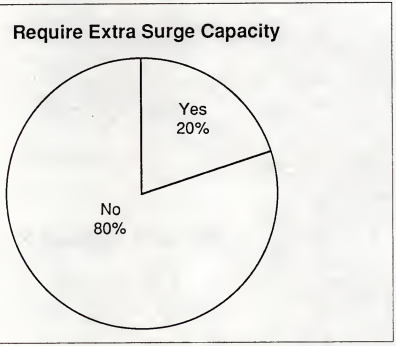
One unusual scheduling requirement involves the building of prototype systems on demand at RJO. This process requires a quick turnaround.

Other companies with unusual scheduling requirements include Unisys, American Coastal Industries, and GTSI. These companies require a broad spectrum of staging and storage time. Turnaround time for each of these companies depends on the nature of each individual contract they possess.

Centel Federal appears to be capable of handling the various scheduling requirements mentioned by respondents. This could be an asset in marketing its extra warehouse space and staging services.

Eighty percent (80%) of the systems integrators surveyed indicate they do not require extra surge capacity because of overcommitments, as expressed in Exhibit III-9. Twenty percent (20%) of those surveyed indicated that they do have a need for storage and staging.

EXHIBIT III-9



For example, GTSI requires extra surge capacity during its peak season between July and September. The government fiscal year ends October 1; thus, during this time period, government agencies spend the remainder of their budgets so they do not lose the funds.

Unisys also expressed the occasional need for extra storage and staging services due to overcommitments; however, the timing of this need is unpredictable. Centel may wish to approach GTSI and Unisys regarding their needs for surge capacity.

Exhibit III-10 shows the estimated size of future sales for projects relating to equipment storage and staging. Respondents based these estimates on current sales volume in this area. The future sales volume shown in this exhibit is an estimate for fiscal year 1992.

EXHIBIT III-10

Future Sales Volume

Company	$ Millions
GTSI	300
Sysorex	200
Unisys	110
Vitro	50
American Coastal Industries	40
RJO	20
BTG	15
OAO	2
Average Sales Volume	92

Judging from the data provided by the respondents, GTSI seems to possess the largest volume of business involving computer equipment storage and staging. Intuitively, this seems reasonable because GTSI is a value-added reseller (VAR) and it requires storage space for its inventory. GTSI markets off-the-shelf software and hardware, unlike most of the other companies listed. The majority of the other firms in Exhibit III-10 develop custom systems according to government specifications. Thus, these companies do not carry a regular inventory and do not require warehouse space, unless it is related to a specific government contract.

Unisys' rather large volume of business requiring these services relates to its $85 million, five-year Postal Service contract and a $500 million five-year workstation contract. Both of these contracts require warehouse space for staging and storage operations.

There appears to be a large volume of business requiring assembly, storage, and distribution services in the D.C. area, according to Exhibit III-10. However, all of the companies listed in this exhibit already own their own warehousing facilities located in the D.C. area. Traditionally these operations are performed in-house, by the integrator itself, rather than through outsourcing. The exception to this occurs when an outside firm performs these functions as a subcontractor on specific procurements.

3. Buying Perceptions

Exhibit III-11 shows the percentage of respondents with a location preference in the Washington area for the performance of distribution service activities. Seventy percent (70%) of the respondents expressed a location preference corresponding to their current facility locations. Thirty percent (30%) professed no location preference.

EXHIBIT III-11

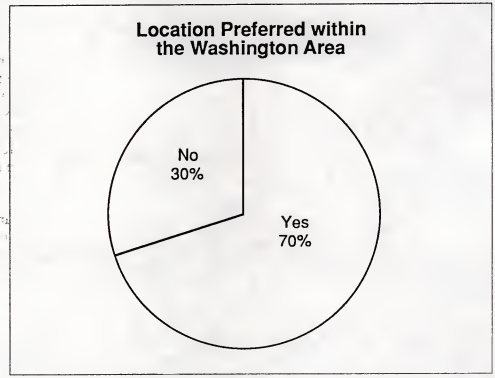
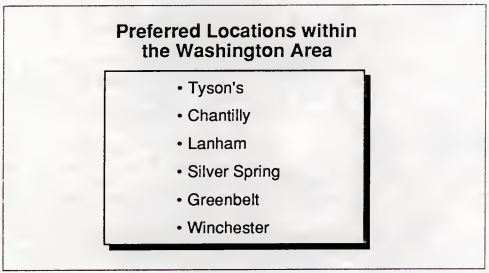


Exhibit III-12 lists the location preferences stated by the respondents in no particular order. Two respondents prefer Tyson's and currently operate warehouse facilities in this location.

EXHIBIT III-12



According to respondent companies, warehouse locations were chosen based on accessibility to Washington, price, and other company locations in the area. Note that all of the location preferences fall outside of the Beltway. This is probably due to the lower price of facilities outside the Beltway and the ease of access to the Beltway for delivery vehicles.

Comparatively speaking, Centel Federal's warehouse facility is suitably located, although Reston was not listed as a location of preference. It is easily accessible to the Beltway and Washington. Location should not hinder Centel's effort to market its distribution services.

Only one respondent was able to provide pricing information for distribution activities. All other respondents were unable to provide any pricing. Eighty-nine percent (89%) of respondents perform distribution services internally at company-owned and staffed facilities. It is virtually impossible to estimate the cost-per-unit of these internal services. According to the companies subcontracting these functions for specific contracts, it is impossible to estimate cost because of the large number of variables involved.

BTG was the only respondent company offering any price estimates. The upper limits BTG would expect to pay for microcomputer and workstation staging per unit appear in Exhibit III-13. The respondent was unable to estimate expected pricing for equipment storage, but stated that it should be significantly lower than staging prices.

EXHIBIT III-13

Price Range

	Upper Limit
Microcomputer Staging	$500
Workstation Staging	$1,000
89% of respondents could not estimate pricing	

The data gathered from this survey is insufficient to determine pricing for marketing Centel Federal's distribution services. Because respondents found estimating price-per-unit so difficult, it may be advisable to price these services in a larger volume rather than by unit.

Apparently firms do not frequently outsource these functions. In order to determine pricing, Centel will have to approach prospective customers and negotiate contracts for distribution services on an individual basis.

Respondents were asked to identify factors that would cause them to outsource current in-house activities associated with equipment staging and storage. Exhibit III-14 lists the respondents' replies to this question.

EXHIBIT III-14

Factors Causing Companies to Outsource

- Overreach current capacity
- Surge in business
- New contracts
- Outsourcing cheaper than in-house operations
- G&A rates too high
- Undesirable work

The majority of respondents stated they would outsource if business increased enough to push them beyond current capacity. This would include winning a large contract that required distribution functions.

Other respondents feel performing equipment staging and storage in-house is cheaper than outsourcing these functions. If these companies reach a point where their G&A rates get too high and outsourcing becomes a cheaper avenue, they will consider using a third-party firm to perform distribution functions.

It appears that this market is saturated at this point. Centel Federal may wish to look for contract opportunities that lend themselves to subcontracts for distribution services.

Although 89% one of the respondents were not actively seeking warehouse space and distribution services, 89% of them believe a viable market exists in the Washington area for these types of services, as shown in Exhibit III-15.

INPUT believes that a small market for these services exists, but the best way to obtain this type of business is through subcontracts with companies not possessing these capabilities or not having enough capacity to support new contract pursuits in this area.

EXHIBIT III-15

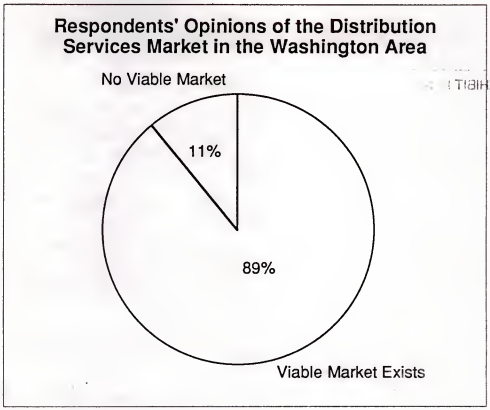


Exhibit III-16 lists the respondents' opinions on the existence or nonexistence of a viable distribution services market.

The majority of respondents believe market viability exists due to the large volume of computer equipment sales to the federal government in the Washington area. These respondents believe the need for customized computer systems within federal agencies will continue to feed the distribution services industry. Small companies not possessing these capabilities in-house are forced to seek outside firms to perform staging and storage activities. Also, large companies that outgrow their current capacity will be forced to seek these services from outside firms.

On the other hand, 11% of the those surveyed believe there is no viable market in the Washington area for distribution services. These respondents believe that there are many integrators with under-utilized in-house capabilities. Because of the recession and federal budget cuts, many government contractors have seen a decrease in sales. This dilemma has caused them to cut current staffing levels and spending, and has left them with extra internal storage and staging space. Thus, these contractors have no need to obtain outside assistance in this area.

EXHIBIT III-16

Respondents' Explanation for Market Viability

- Viable Market
  - Large amount of computer equipment selling in the Washington area
  - Many companies doing assembly and systems integration in the Washington area
  - Many small companies here without this capability in-house
  - Large volume of federal business
  - Large number of federal agencies in this area and their need for custom systems
- Non-Viable Market
  - Many companies with extra spacing and staging capabilities
  - Undesirability of having a competitor perform distribution services
  - Uncertain contract base

One respondent believes there would be a reluctance in the systems integration industry to outsource distribution functions to a known competitor. The company performing the distribution services for another integrator may gain useful competitive intelligence to use against that firm.

INPUT believes that a market for storage and staging services exists, but entry is difficult. It appears that most integrators already have a distribution network in place and do not have plans to acquire additional services in the near future, unless to satisfy a newly-developed need.

C Market Analysis

The distribution services market in the Washington area is comprised of two principal structures. According to INPUT's survey results, the majority (65%) of the systems integrators in this area perform warehouse and distribution services outside of the D.C. area. For these companies, final system assembly and configuration take place at the customer site, which may or may not be in the Washington area. The second group of integrators own warehouse facilities in the D.C. area and perform most

of their storage and staging needs for federal customers at these locations. Both groups of integrators supplement these activities with area subcontractors, when necessary for a particular contract.

The functions required by firms currently storing and staging computer systems in the D.C. area resemble the current capabilities of Centel Federal. These functions include:

- Microcomputer and workstation final assembly
- Repair and maintenance
- Temporary equipment storage
- Bar coding
- Customized order processing
- Warranty or system tracking
- Representation to government customers

Centel possesses the functional capabilities necessary to compete in this marketplace.

Approximately one-half the companies surveyed require special security and scheduling accommodations. Adjusting to these special customer needs would be relatively easy for Centel Federal.

Only a small fraction of survey respondents require extra surge capacity. The companies expressing a need for this are small integrators who derive most of their sales from GSA schedule contracts and require adequate warehouse space to maintain inventory. Approaching these small VARs may be lucrative, but the systems integration industry as a whole seems to have little need for extra capacity due to overcommitments.

The size of the distribution services market in the Washington area can be determined by the volume of equipment sales requiring these services. The estimated volume of computer systems sales demanding distribution services is relatively high. The projected average annual sales for fiscal 1992, as reported by survey respondents, is $92 million. The estimated sales volume ranged from $2 million to $300 million for companies surveyed.

Centel Federal's warehouse location is similar to the locations of other integrators in the area. Integrators seem to prefer warehouse facilities outside of the Beltway. There is no distinct trend toward a particular location. Those companies expressing a location preference referred to the location of their current facilities. INPUT believes the location of Centel's facility should not hinder its effort to market distribution services.

Pricing in this marketplace is difficult to determine, because almost all the companies surveyed perform distribution services in-house and could not offer any per-unit pricing information. Pricing appears to be negotiable and will depend on the following variables:

- Number of units
- Size of units
- Staging requirements
- Storage requirements
- Security requirements
- Scheduling requirements
- Delivery requirements

Once Centel identifies potential customers, pricing can be discussed on an individual basis.

Centel needs to be aware of the factors that would cause integrators to outsource their current in-house capabilities. All of the integrators interviewed currently possess in-house distribution capabilities. In order for them to move these functions outside the company, one of the following must occur:

- Business increases beyond current capacity
- Contract requirements cannot be met by current operations
- Outsourcing becomes cheaper than in-house operations

D

Conclusions and Recommendations

INPUT believes a significant market for distribution services exists in the Washington metropolitan area. However, little evidence supports the existence of a market for the outsourcing of these services. Most systems integrators with storage and staging capabilities in the Washington area perform these functions in-house. A small niche for outsourcing these functions may exist, but it is in the form of subcontracting. Because most distribution services are performed by an in-house staff at company-owned facilities, entry into this market is difficult.

There are certain types of companies that appear to have a need to outsource more than others. INPUT suggests targeting small companies that don't have the resources to perform distribution services in-house, or large integrators that do not own and operate distribution facilities in the Washington area. Small integrators and VARs, such as GTSI, require storage and staging for the products they keep in inventory. They typically hold GSA schedule contracts and must fill orders on demand. These types of companies also require extra surge capacity from July to September, because of the increased federal demand for their products.

According to an article on workstation VARs, for workstations to be marketed profitably, much needs to be done to reduce the time resellers must now invest in selling, staging, and installing workstation systems. This could mean obtaining some of these functions through outsourcing.

Large systems integrators, such as Battelle, that perform their staging and storage out of state and at the customer's site, may be willing to subcontract these services for particular federal contracts. INPUT recommends that Centel Federal follow contract opportunities that could require distribution services, and target potential bidders that do not have facilities in the Washington area. This could lead to subcontracting opportunities for distribution services.

Companies that seem most resistant to outsourcing are large systems integrators that own and operate their own warehouses in the Washington area, such as Unisys. These companies believe that maintaining these functions in-house is the most cost-efficient way to do business. They would only consider outsourcing if they surpassed their current capacity. INPUT believes Centel should not waste its time on these companies.

INPUT believes a small niche exists for Centel Federal's services, but Centel should not invest a large amount of resources in this effort, because the market is so difficult to enter. INPUT recommends that Centel Federal continue to pursue this market by targeting small VARs and integrators, and subcontracting opportunities. INPUT does not recommend making any capital investments in the Reston facility.

Detailed Survey Results

Detailed Survey Results

A

Companies Worth Pursuing

Only one respondent company, CEXEC, stated that it was actively pursuing storage and staging resources, but purchasing these capabilities is contingent on winning a contract it is currently bidding. No other respondents are actively seeking warehousing or staging services. However, there are companies that would be more susceptible to subcontracting or obtaining these functions through outsourcing.

In addition, INPUT was told that Stardent may have need for warehouse space, although INPUT was unable to contact Stardent directly. Exhibit IV-1 lists companies that are possibly worth pursuing.

CEXEC, Stardent, and GTSI are the strongest prospects. CEXEC and Stardent are apparently actively seeking storage and staging services. The other companies in the list do not operate distribution facilities in the Washington area and may be prime candidates for obtaining subcontracting opportunities.

Price seems to be a major factor in determining the source of storage and staging services. Most of the survey respondents perform these functions in-house because they believe this to be more cost efficient. Price will be a key factor in negotiating a subcontract or an outsourcing contract for distribution services.

EXHIBIT IV-1

Companies Worth Pursuing

- CEXEC
- Stardent
- GTSI
- Battelle
- Timeplex
- Network Systems Corp.
- Tandem Computers
- Harris Government Systems
- Litton Computer Services
- Digital Equipment Corp.
- Convergent Solutions
- Alliant
- Boeing Computer Services
- Amdahl Corp.

B

Companies to Ignore

Most respondents did not express an interest in obtaining distribution services in the Washington area. However, some companies could be persuaded to consider this option more than others.

Exhibit IV-2 identifies companies not worth pursuing. These companies are mostly large integrators currently owning and operating warehouse facilities around D.C.

Some of the companies listed above are too small to require warehouse space for storage or staging. For example, Trawick & Associates finds it cost efficient to deliver equipment to the customer's site and assemble the system there.

Other companies presented in Exhibit IV-2, such as U.S.A. Information Systems, previously operated facilities in the D.C. area. However, they decided it was cheaper to move these operations to a smaller metropolitan area.

EXHIBIT IV-2

Companies to Ignore

- Federal Data Corp.
- U.S.A. Information Systems
- Decision Systems Technologies
- Trawick & Associates
- VSE
- Stratus
- Northern Telecom
- I-Net
- Memorex Telex
- KnowledgeWare
- Computer Sciences Corp.
- ARINC Research Corp.
- Booz, Allen & Hamilton
- Apple Computer
- Unisys
- OAO Corp.
- Sysorex
- STX
- RJO
- American Coastal Industries
- Vitro Corp.
- BTG, Inc.

C

Additional Companies

Exhibit IV-3 lists all of the companies contacted for this survey. The asterisks indicate whether they completed a questionnaire.

EXHIBIT IV-3

Companies Contacted

A&T Systems	Alliant*
Amdahl*	American Coastal Industries*
Andersen Consulting	Apple Computer*
ARINC Research Corporation*	Automated Sciences Group
Battelle*	BDM
Bell Atlantic	Boeing Computer Services*
Booz, Allen & Hamilton*	BTG, Inc.*
CACI	CBIS
CEXEC*	Computer-Based Systems, Inc.
Computer Corporation of America	Computer Data Systems, Inc.
Computer Sciences Corp.*	Comsat Systems Division
Comsys	Concept Automation
Contel Federal Systems	Convergent Solutions, Inc.*
Cray Research	Dataware Technologies
Decision Systems Technologies*	Digital Equipment Corp.*
Electronic Data Systems	Federal Data Corp.*
General Analytics Corp.	Government Technology Systems, Inc.*
Grumman Data Systems	GTE Government Systems
Harris Government Systems*	Hughes Aircraft Company
IBM Federal Systems	IBM Federal Systems
ICF Severn	I-Net*
Integrated Microcomputer Systems, Inc.	Kenrob & Associates
KnowledgeWare*	LEGENT Corp.
Litton Computer Services*	Martin Marietta Data Systems

EXHIBIT IV-3 (CONT.)

Companies Contacted

Maxima Corp.	Memorex Telex*
NCR Corp.	National Systems & Research Corp.
Network Systems Corp.*	Newbridge Networks
Newtek Corp.	Northern Telecom*
OAO Corp.*	Ogden/ERC Government Systems
Oracle	ORS Associates
RJO*	RMS Technologies
Shipley Associates	Softech, Inc.
Southwestern Bell Corp.	Storage Technology Corp.
Stratus Computer*	ST Systems Corp. (STX)*
Sysorex*	Systemhouse, Inc.
Systems Center	Tandem Computers*
Timeplex*	Trawick & Associates*
TRI-COR Industries	TRW Federal Systems Group
U.S.A. Information Systems*	Unisys*
Vitro*	VSE*
Westinghouse Electric Corp.	Wyle Laboratories

* = company completed a questionnaire

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INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/16/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Lee Parkhurst

Title: Operations Mgr.

Phone: 703-556-6518

Company: BTG

Address: 1945 Old Gallows Rd.
Vienna, VA 22182

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 2.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site (Tysons)
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- ✓ Microcomputer final assembly
- ✓ Workstation final assembly
- ✓ Bar coding capabilities
- ✓ Customized processing orders
- ✓ Repair or maintenance
- ✓ Warranty or system tracking
- ✓ Representation to government customers
- ✓ Temporary equipment storage
- ___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

Classified [redacted] issues

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

None

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

$ 15M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Tysons (current facility)

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

From $1000 max w/s To

Equipment Staging $300 max per micro unit
Equipment Storage lower /day _____ /day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

Big push

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? So many people selling things.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/14/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Dave Stephan

Title: [redacted] Director, Software Dist. Div.

Phone: 301 - 231 - 3456

Company: Vitro Corporation

Address: 14000 Georgia Ave.

Silver Spring, MD 20906

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site – have in Silver Spring, Rockville, Crystal City
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6. – have other than current ✓
   No ___ Close interview. facilities

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ___ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
✓ Bar coding capabilities
✓ Customized processing orders
✓ Repair or maintenance
✓ Warranty or system tracking
✓ Representation to government customers
✓ Temporary equipment storage
___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

Classified system capabilities restored facility

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

None

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

$30M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Silver Spring.

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	facility	DK
Equipment Storage	___/day	___/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

Sudden surge in new hires,
Catastrophey ~~[illegible]~~ displacing current facilities.

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ~~[illegible]~~ No ✓
Why? Lots of people have extra space.

Thank you very much for your assistance.

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INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ___ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/6/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Don Johnston

Title: Operations Manager

Phone: 919 - 544 - 9730

Company: American Coastal Industries

Address: ~~[illegible]~~

N. Carolina

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: SW loading & sup

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- ✓ Microcomputer final assembly
- ✓ Workstation final assembly
- ✓ Bar coding capabilities
- ✓ Customized processing orders
- ✓ Repair or maintenance
- ✓ Warranty or system tracking
- ✓ Representation to government customers
- ✓ Temporary equipment storage
- ✓ Other support:

SW

6. Other than standard locks and inventory control, please describe any special security requirements:

Enhanced security, 24 hr. monitoring

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

10 day turnaround

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

But possible

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

$40M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Tysons
Current

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support: DK
Co. purchased obj. & staffs. From In-house. To

Equipment Staging _____ / day _____ / day
Equipment Storage _____ / day _____ / day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage? ———
Overflow, customer requirements, needed skill base.

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? High level of activity in this area

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 3/14/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: George Futch

Title: Manager, Business Development

Phone: 301-731-3600

Company: RJO

Address: 4550 Forbes Blvd,
Lanham, MD 20706

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities — * Currently own small manufacturing facility near Lanham

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ____
   If Yes, go to question 3.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ____ At your company's site
   ____ At a third party site
   ____ Other (please specify): _____)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ____ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
✓ Bar coding capabilities
✓ Customized processing orders
✓ Repair or maintenance
✓ Warranty or system tracking
___ Representation to government customers
✓ Temporary equipment storage
___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

Yes, Special room w/ sec. clearance

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

Build prototypes on demand. Often requires
Quick turnaround

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

DK ≈ #20M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Lanham, MD

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

Impossible to say.

	From	To
	DK	
Equipment Staging	Depends on unit size etc.	
Equipment Storage	___/day	___/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

To do work they don't want to do themselves (subcontract)

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? Lot of companies do remediation & systems integrations this area.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ✓ Telephone Date: 5/17/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Larry Olmo

Title: Sr. Staff Advisor

Phone: 703-827-6640

Company: STX

Address: 1577 Spring Hill Rd.
Suite 500
Vienna, VA 22182

Office Code: _____

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site Vienna, Herndon & Rockville
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ✓ Other activities: _____
   SW storage

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- ✓ Microcomputer final assembly
- ✓ Workstation final assembly
- ___ Bar coding capabilities
- ___ Customized processing orders
- ✓ Repair or maintenance
- ___ Warranty or system tracking
- ___ Representation to government customers
- ___ Temporary equipment storage
- ___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

None

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

No

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

DK

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ___ No ✓
If so, where? Just outside the beltway.

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	DK, No idea, too many variables involved	
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

Demand beyond current capability

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? A lot of little COs that do not have storage or staging capability in-house.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/16/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie Kinsey

Respondent Name: Mary Ann Hirsch

Title: Mgr. Bus Acquisition

Phone: 703-824-0488

Company: Sysorex

Address: 5201 Leesburg Pike
Suite 700
Falls Church, VA 22041

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5. Winchester?

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6. (winchester site expanding)
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ___ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- ✓ Microcomputer final assembly
- ✓ Workstation final assembly
- ✓ Bar coding capabilities
- ✓ Customized processing orders
- ✓ Repair or maintenance
- ✓ Warranty or system tracking
- ✓ Representation to government customers
- ✓ Temporary equipment storage
- ___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

None

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

None

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

200M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Winchester (current fac. TiTy

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	DK	
Equipment Storage	___/day	___/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

G+A gets too high

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? Real limited, because warehousing is very expensive and it can be a lot less expensive to do it yourself.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type:

- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: 5/15/[illegible]

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie [illegible]

Respondent Name: Eileen [illegible]

Title: Manager, [illegible]

Phone: 301-[illegible]-0750

Company: CAC [illegible]

Address: 7500 Greenway Ctr. Dr.

[illegible] MD 20[illegible]

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

None

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

None

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

5 yrs

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Greenbelt

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

~~[illegible]~~ Lg contract award

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? [illegible] the need for tailored [illegible] their need.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/21/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Dick Keating

Title: Director, Business Dv.

Phone: 703-847-3437

Company: Unisys

Address: 8201 Greensboro Dr.
Suite 900
McLean, VA 22102

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____)

Needs Assessment

Herndon (Postal Prgm) + Landover, MD (consolidation)

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ✓ Workstation final assembly
   ✓ Related security activities
   ___ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- ✓ Microcomputer final assembly
- ✓ Workstation final assembly
- ✓ Bar coding capabilities
- ✓ Customized processing orders
- ✓ Repair or maintenance
- ✓ Warranty or system tracking
- ✓ Representation to government customers
- ✓ Temporary equipment storage
- ✓ Other support:

Storage for security equip.

6. Other than standard locks and inventory control, please describe any special security requirements:

Orange book

Rainbow book requirements

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

Varies by contract

Sometimes 24-hr. turnaround

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ✓ No

If yes, what in particular?

Not predictable.

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

$.85M postal contract - 5yr.

$50M workstation contract - 5yr.

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ✓
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From DK	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

If it's Cheaper

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ____
Why? GSA is going to throw out all their computers & replace them & other agencies always follow suit.

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Warren Sellers

Title: Federal Program Manager

Phone: 703-264-5154

Company: Apple Computer

Address: 1892 Preston White

Reston, VA 22091

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ____ At your company's site They only sub.
   ____ At a third party site
   ✓ Other (please specify): Prime handles distribution & contig.

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ____ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

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INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Nancy House

Title: Market Research Analyst

Phone: 301 - 951 - 2048

Company: Booz, Allen, & Hamilton

Address: 4330 East-West Highway

Bethesda, MD 20814

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ___ At your company's site
   ✓ At a third party site
   ___ Other (please specify): _____

   (For mostly prof. services, if contract requires assembly it usually is done by a subcontractor at the client's site)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes _____ No _____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ___ Marketing ___ Technical ___ Executive ___ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: ~~Jackie Hunt~~ Angie King

Respondent Name: Jackie Hunt

Title: Dir. Bus. Dev.

Phone: 301-858-4824

Company: ARINC Research Corp.

Address: 2551 Riva Rd.

Mail Stop 1-232

Annapolis, MD 21401

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site at HQ
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ✓ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ___ Marketing ___ Technical ___ Executive ___ Telephone ___ On-Site ___ Mail Date: 5/6/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Chrysa Kelly

Title: Dir., Planning & Mkt. Research

Phone: 703 - 641 - 3570

Company: Computer Sciences Corporation

Address: ~~3170 Fairview Park Dr.~~ Virginia Technology Ctr.
3170 Fairview Park Dr.
Falls Church, VA 22042

Office Code:

Thank you for your patience in completing this questionnaire.

Would not give me the name of a program mgrs. so we could talk about a specific program that requires assembly or dist. in DC area. They do have contracts where this is being done.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ___ Other (please specify): Depends on project or program

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6. Depends on new contract requirements
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   Depends on the contract

Depends

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type:
- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: 5/7/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Brenda Watkins

Title: Federal Admin.

Phone: 703 - 506 - 0800

Company: Knowledgeware

Address: 1650 Tysons Blvd.
McLean, VA 22102

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site HQ in Atlanta
   ___ At a third party site
   ___ Other (please specify): _____)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes _____ No _____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/8/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Sharon Roberts

Title: Contract Administrator

Phone: 703-318-5650

Company: Memorex Telex

Address: 205 Van Buren Rd.
Suite 180
Herndon, VA 22070

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

Did in the past, but became too much to handle.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site Raliegh & Tulsa
   ___ At a third party site
   ___ Other (please specify): _____).

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/13/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Shelley Parker

Title: Administrator

Phone: 301-564-6783

Company: I-Net

Address: 6430 Rockledge Dr.
Suite 600
Bethesda, MD 20817

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ___
   If Yes, go to question 2.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes [redacted] No ✓
Why? Companies would not want to share space w/ their competitors

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/14/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Sid Stroupe

Title: Manager, Marketing Analysis

Phone: 703-847-7605

Company: ~~8614 Westwood Center Drive~~ No. Telecom

Address: 8614 Westwood Ctr. Dr.
Vienna, VA 22180

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site – N.C. manufacturing site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes _____ No _____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type: ✓ Marketing ✓ Telephone Date: 5/14/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Bruce Bennet

Title: Federal Branch Mgr.

Phone: 703-448-8500

Company: Stratus

Address:

Office Code:

* Suggested a company called Stardent may have need for warehouse space.

Thank you for your patience in completing this questionnaire.

264-0950

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ✓ On rare occasions
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ____ At your company's site
   ____ At a third party site
   ____ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ___ Marketing ___ Technical ___ Executive ___ Telephone ___ On-Site ___ Mail Date: 5/14

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: _____

Respondent Name: _____

Title: _____

Phone: _____

Company: _____

Address: _____

_____

_____

Office Code: _____

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ___
   If Yes, go to question 3.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ____ At your company's site
   ____ At a third party site
   ____ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ____ Go to question 6.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type:

- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: [illegible]

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: [illegible]

Respondent Name: [illegible]

Title: [illegible]

Phone: 301-654-[illegible]

Company: [illegible]

Address: 4918 Montgomery Ln.

Bethesda MD

Office Code: _____

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type:

- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: 5/[illegible]

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: [illegible]

Respondent Name: Laurie Zuckl

Title: Market Research Analyst

Phone: 301-441-3377

Company: Decision Systems Technologies

Address: 6305 Ivy Ln.

Greenbelt, MD

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type:

- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: 5/15/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Christina [illegible]

Title: Admin Asst. to Sys Mgr

Phone: 804-491-7525

Company: [illegible] Information [illegible]

Address: 1042 Laskin Rd

Suite 208

Virginia Beach, VA [illegible]

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/16/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie Kirk

Respondent Name: Mark Goldman

Title: Dir. Mktg. Svcs

Phone: 301-986-0800

Company: Federal Data Corp.

Address: 4800 Hampden Ln.

Suite 1100

Bethesda, MD 20814

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6. more cost efficient this way.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors

Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type:

- ✓ Marketing
- ___ Technical
- ___ Executive
- ✓ Telephone
- ___ On-Site
- ___ Mail

Date: 5/15/[illegible]

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: [illegible]

Respondent Name: [illegible]

Title: Business Dev. Mgr.

Phone: 703-[illegible]

Company: [illegible]

Address: 7918 Tows Branch Dr.

Suite 600

McLean, Va [illegible]

Office Code:

Thank you for your patience in completing this questionnaire.

* Note - Send floor plan of available space. They might be interested

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?
   ___ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ✓ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

N/A

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

N/A

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ✓

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

N/A at this time.

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ✓
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

having a new contract/contracts that required this

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/6/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Argyl King

Respondent Name: Doug Wachter

Title: Strategic Project Mgr.

Phone: 703 - 631 - 3333

Company: Government Technology Systems, Inc.

Address: 4100 Lafayette Center Dr.

Chantilly, VA 22021

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ___ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ✓ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ✓ Repair or maintenance
   ✓ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

- √ Microcomputer final assembly
- √ Workstation final assembly
- √ Bar coding capabilities
- √ Customized processing orders
- √ Repair or maintenance
- √ Warranty or system tracking
- √ Representation to government customers
- √ Temporary equipment storage
- ___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

None

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

Yes, 1 day turnaround to several months turnaround. (Build system)

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes √ No ___

If yes, what in particular?

July - Sept - Peak season

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

Everything is stored before delivery

$300M

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ✓ No ___
If so, where? Chantilly – Current Warehouse

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	In-house.	
Equipment Storage	DK /day	/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

1. Peak season
2. Expansion beyond current capacity

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ✓ No ___
Why? Extensive operation on a basis

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors **Catalog No.: FISSP-91**

Study Title: Distribution Services Market Analysis **Code: YVCE1**

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie Kirby

Respondent Name: Jack McLaughlin

Title: Mgr., Bus. Dev.

Phone: 202-895-4542

Company: Honeywell Corp.

Address: Chevy Chase Pav. Wash

5335 Wisconsin Ave., NW.

Suite 500

Office Code: Washington, DC 20015

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 2.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ___ Go to question 6.
   No ✓ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

Note: # Occasionally use van lines for delivery & temporary storage.

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Barb Derrig

Title: Program Dev. Mgr.

Phone: 703-827-4267

Company: Boeing Computer Services

Address: 7980-90 Boeing Ct.
Vienna, VA 22182

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ___ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____)

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

   _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ___ Technical ___ Executive ✓ Telephone ___ On-Site ___ Mail Date: 5/3/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Steve Thomas

Title: Fed. Sales Mgr.

Phone: 703-847-5300

Company: Allied +

Address: 8230 Old Courthouse Rd.
Suite 315
Vienna, VA 22182

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ✓ No ___
   If Yes, go to question 5.
   have in the past, but not very often

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ✓ At your company's site in MA,
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes____ No____

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ✓ Telephone Date: 5/8/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King / Deidra Tillmon

Respondent Name: _____

Title: Operations Assistant

Phone: 201-296-6696

Company: Convergent Solutions

Address: 100 Metro Park, South
Lawrence Harbor, NJ 08878

Office Code: _____

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ✓
   If Yes, go to question 2.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ✓ At your company's site NJ HQ
   ____ At a third party site
   ____ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 4.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors **Catalog No.: FISSP-91**

Study Title: Distribution Services Market Analysis **Code: YVCE1**

Interview Type:- ✓ Marketing ✓ Telephone Date: 5/6/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Julian Parker

Title: Strategic Planning Mgr.

Phone: 603-884-8196

Company: Digital Equipment Corp.

Address: Continental Blvd. (MK02-1/J2)
Merrimack, NH 03054

Office Code: _____

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ___ No ✓
   If Yes, go to question 3.

2. Where are these units fully assembled before delivery?

   ✓ At the customer's site
   ✓ At your company's site
   ___ At a third party site
   ___ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ___ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ___ Microcomputer final assembly
   ___ Workstation final assembly
   ___ Related security activities
   ___ Repair or maintenance
   ___ Temporary equipment storage
   ___ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

_____

_____

6. Other than standard locks and inventory control, please describe any special security requirements:

_____

_____

_____

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

_____

_____

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ___ No ___

If yes, what in particular?

_____

_____

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

_____

_____

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.

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INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis

Code: YVCE1

Interview Type: ___ Marketing ✓ Telephone Date: 5/3/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Keith Eatman

Title: Mgr., Bus. Dev.

Phone: 703-920-4100

Company: Litton Computer Services

Address: 1755 Jefferson Davis Highway
Suite 510
Arlington, VA 22202

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ____
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ____ At your company's site
   ____ At a third party site
   ____ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ____ Go to question 6.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

____ Microcomputer final assembly
____ Workstation final assembly
____ Bar coding capabilities
____ Customized processing orders
____ Repair or maintenance
____ Warranty or system tracking
____ Representation to government customers
____ Temporary equipment storage
____ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?
Yes ____ No ____
If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staging?

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ___ No ___
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ___ No ___
Why? _____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors Catalog No.: FISSP-91

Study Title: Distribution Services Market Analysis Code: YVCE1

Interview Type: ✓ Marketing ✓ Telephone Date: 5/8/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Lowell Overvold

Title: Mgr. of Business Dev.

Phone: 548 - 9200

Company: Harris Govt. Systems

Address: 1201 East Abington Dr.
Suite 300
Alexandria, VA 22314

Office Code:

Thank you for your patience in completing this questionnaire.

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ___ No ___
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ___ No ___
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors **Catalog No.: FISSP-91**

Study Title: Distribution Services Market Analysis **Code: YVCE1**

Interview Type: ___ Marketing ___ Telephone Date: 2/14/91
___ Technical ___ On-Site
___ Executive ___ Mail

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Harry Klein

Title: Federal Account Manager

Phone: 703-476-3033

Company: Tandem Computers

Address: 1400 Sunrise Valley Dr., 2CC.N
Reston, VA 22091-3407

Office Code:

Thank you for your patience in completing this questionnaire.

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ___ No ___
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ___ No ___
Why? _____

_____

_____

Thank you very much for your assistance.

CONFIDENTIAL

INDUSTRY VENDOR QUESTIONNAIRE

INPUT Questionnaire - Industry Vendors **Catalog No.: FISSP-91**

Study Title: Distribution Services Market Analysis **Code: YVCE1**

Interview Type: ___ Marketing ___ Technical ___ Executive ___ Telephone ___ On-Site ___ Mail Date: 5/7/91

This questionnaire is directed to the study of the federal vendors' use of and need for computer equipment distribution services. The study focuses on the requirements, price elasticity, competitive trends, and relevant issues for this market.

Interviewer: Angie King

Respondent Name: Tim Beattie

Title: Federal Program Mgr.

Phone: 281 - 0455

Company: Network Systems Corp.

Address: 991 Church St., NE

Suite 200

Vienna, VA

Office Code:

Thank you for your patience in completing this questionnaire.

Industry Questionnaire

DISTRIBUTION SERVICES MARKET ANALYSIS

We are investigating the need among systems integration vendors in the Washington D.C. area for computer equipment distribution services. This survey is divided into three sections: current activities, needs assessment, and buying perceptions.

Current Activities

1. Do you ever store or prepare these units for delivery at a Washington area site? Yes ____ No ✓
   If Yes, go to question 5.

2. Where are these units fully assembled before delivery?

   ____ At the customer's site
   ✓ At your company's site or HQ in CA
   ____ At a third party site
   ____ Other (please specify): _____

Needs Assessment

3. Do you have any future plans for storage, assembly, or distribution in the Washington area?
   Yes ✓ Go to question 6.
   No ____ Close interview.

4. Please indicate which of the following distribution service activities you perform in the Washington area:

   ____ Microcomputer final assembly
   ____ Workstation final assembly
   ____ Related security activities
   ____ Repair or maintenance
   ____ Temporary equipment storage
   ____ Other activities: _____

5. Please indicate which of the following support functions your firm currently requires or expects to require within the next two years:

___ Microcomputer final assembly
___ Workstation final assembly
___ Bar coding capabilities
___ Customized processing orders
___ Repair or maintenance
___ Warranty or system tracking
___ Representation to government customers
___ Temporary equipment storage
___ Other support:

6. Other than standard locks and inventory control, please describe any special security requirements:

7. Please describe any unusual scheduling requirements you have for equipment preparation and staging:

If you have current storage and staging capabilities, do you ever require extra surge capacity because of overcommitments?

Yes ____ No ____

If yes, what in particular?

Can you estimate an approximate size to your future sales volume, for projects relating to equipment storage and staying?

Buying Perceptions

8. Do you have a location preference, within the Metropolitan Washington area, for equipment staging and storage? Yes ____ No ____
If so, where? _____

9. Concerning price, please indicate the range of prices, by unit, you currently pay or would expect to pay, for support:

	From	To
Equipment Staging	_____	_____
Equipment Storage	_____/day	_____/day

10. What factors, if any, would cause you to outsource current in-house activities associated with equipment staging or storage?

_____

_____

11. Do you believe a viable market exists, within the Metropolitan Washington area, for this kind of support? Yes ____ No ____
Why? _____

_____

_____

Thank you very much for your assistance.